| L           | Hits    | Search Text  | DB   | Time stamp          |
|-------------|---------|--|--|---------------------|
| Number<br>2 | 2       | 5819177.pn.  | USPAT;   | 2004/02/21          |
|             |         |  | US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM TDB                      | 09:46               |
| 3           | 242     | 455/425.ccls.  | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM TDB            | 2004/02/21<br>09:47 |
| 4           | 4653518 | problem or fail\$5   | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;                       | 2004/02/21<br>09:48 |
| 5           | 173     | 455/425.ccls. and (problem or fail\$5)   | IBM_TDB<br>USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM TDB | 2004/02/21<br>09:48 |
| 6           | 151989  | (telephone or phone or contact) near2 (number or 'no')   | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM TDB            | 2004/02/21 10:37    |
| 7           | 63      | (455/425.ccls. and (problem or fail\$5)) and ((telephone or phone or contact) near2 (number or 'no'))  | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB            | 2004/02/21          |
| 8           | 93633   | <pre>(send\$3 or generat\$3 or deliver\$3 or provid\$3) near (support\$3 or 'trouble shooting' or 'trouble-shooting' or solution or solv\$3 or diagnos\$3 or help or assistan\$3)</pre>  | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM TDB            | 2004/02/21 10:35    |
| 9           | 87      | <pre>((send\$3 or generat\$3 or deliver\$3 or provid\$3) near (support\$3 or 'trouble shooting' or 'trouble-shooting' or solution or solv\$3 or diagnos\$3 or help or assistan\$3) ) with (remote near (location or area or device or center or terminal or unit))</pre>   | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB            | 2004/02/21 10:36    |
| 10          | 16      | ((telephone or phone or contact) near2 (number or 'no')) and (((send\$3 or generat\$3 or deliver\$3 or provid\$3) near (support\$3 or 'trouble shooting' or 'trouble-shooting' or solution or solv\$3 or diagnos\$3 or help or assistan\$3)) with (remote near (location or area or device or center or terminal or unit)))                    | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB            | 2004/02/21<br>10:59 |
| 11          | 1322    | 701/213.ccls.  | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM TDB            | 2004/02/21 10:59    |
| 12          | 1       | (((telephone or phone or contact) near2 (number or 'no')) and (((send\$3 or generat\$3 or deliver\$3 or provid\$3) near (support\$3 or 'trouble shooting' or 'trouble-shooting' or solution or solv\$3 or diagnos\$3 or help or assistan\$3)) with (remote near (location or area or device or center or terminal or unit))) and 701/213.ccls. | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB            | 2004/02/21 10:59    |
| 13          | 293     | 714/31,40.ccls.  | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM TDB            | 2004/02/21<br>11:00 |

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| 14 | 2 | (((telephone or phone or contact) near2     | USPAT;    | 2004/02/21 |
|----|---|---|-----------|------------|
|    |   | (number or 'no')) and (((send\$3 or         | US-PGPUB; | 11:00      |
| '  |   | generat\$3 or deliver\$3 or provid\$3) near | EPO; JPO; |            |
|    | İ | (support\$3 or 'trouble shooting' or        | DERWENT;  |            |
|    |   | 'trouble-shooting' or solution or solv\$3   | IBM TDB   |            |
|    |   | or diagnos\$3 or help or assistan\$3) )     | _         |            |
|    |   | with (remote near (location or area or      |           |            |
|    |   | device or center or terminal or unit))))    |           |            |
|    |   | and 714/31,40.ccls.                         |           |            |